

Lately, VRS has decreased in quality and availability. VRS needs to be fully accessible to people who need telecommunications access at home and at work. In addition, by adopting the appropriate rate and regulatory requirements, the FCC can ensure the Deaf and Hard of Hearing full access and quality services to VRS. Also, VRS interpreting personnel should be appropriately qualified, thus ensuring language translation accuracy and ability to capture in appropriate visual format the vocal/speech nuances of the hearing party. It is important to have seamless, barrier-free communications with nominal or no lag time, and simple navigation of interactive voice menu systems without necessitating multiple callbacks.